EVENT NOTIFICATION

To: Qwest Wholesale Customers

From: Qwest IT Wholesale Systems Help Desk

Date: 04/03/03

Subject: System Event Notification

☐ Initial   ☒ Update   ☐ Closure

This Event Notification is sent to advise you that Qwest had experienced trouble with the below system:

PCRM Ticket Number: 6195261

ISC Ticket Number:

Event Onset

Time: 2:00 MTN

☐ AM   ☒ PM

Date: 04/02/03

System/Application:

Ticket Severity: 3

Description of Trouble: On several Pay Per Use features, CLECs may receive incorrect CLASS Feature Codes on the DUF. CLECs may receive CLASS Feature DUF records that do not contain all of the available CLASS Feature Codes as defined by Telcordia Technologies for AMA recordings.

Business Impact: CLECs may receive incorrect CLASS Feature Codes on the DUF.

Qwest Proposed Work Around: None required.

System/Application	
IMA-GUI	☐
IMA-EDI	☐
TELIS/EXACT	☐
E-Commerce Gateway	☐
CEMR	☐
Resale Product Database	☐
MEDIACC	☐
Other: CRIS	☒

Client Region:

Client Region	
Eastern	☐
Central	☒
Western	☐
All Regions	☐

Estimated resolution Time: xx:xx   MTN   ☐ AM ☐ PM   Date:

Event Closure   Resolution:

Time: XX:XX MTN

☐ AM ☐ PM

Date:

☐   System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.